Municipality: (WC022) - Schedule of Service Delivery Standards							
Description	2014/2015	2015/2016	2016/2017	2017/2018			2018/2019
Standard	Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level Standards
Solid Waste Removal							
Premise based removal (Residential Frequency)	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly	Weekly
Premise based removal (Business Frequency)	Weekly/ Twice per week/Thrice per week (depending the need)	Weekly/ Twice per week/Thrice per week (depending the need)	Weekly/ Twice per week/Thrice per week (depending the need)	Weekly/ Twice per week/Thrice per week (depending the need)	Weekly/ Twice per week/Thrice per week (depending the need)	Weekly/ Twice per week/Thrice per week (depending the need)	Weekly/ Twice per week/Thrice per week (depending the need)
Bulk Removal (Frequency)	Per request	Per request	Per request	Per request	Per request	Per request	Per request
Removal Bags provided(Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Garden refuse removal Included (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Street Cleaning Frequency in CBD	Daily	Daily	Daily	Daily	Daily	Daily	Daily
Street Cleaning Frequency in areas excluding CBD	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	48 hours (once reported)	48 hours (once reported)	48 hours (once reported)	48 hours (once reported)	48 hours (once reported)	48 hours (once reported)	48 hours (once reported)
Recycling or environmentally friendly practices(Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Licenced landfill site(Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Water Service							
Water Quality rating (Blue/Green/Brown/N0 drop)	Blue & Green Drop	Blue & Green Drop	Blue & Green Drop	Blue & Green Drop	Blue & Green Drop	Blue & Green Drop	Blue & Green Drop
Is free water available to all? (All/only to the indigent consumers)	Indigent customers	Indigent customers	Indigent customers	Indigent customers	Indigent customers	Indigent customers	Indigent customers
Frequency of meter reading? (per month, per year)	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	3 months	3 months	3 months	3 months	3 months	3 months	3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	6 months	6 months	6 months	6 months	6 months	6 months	6 months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)							
One service connection affected (number of hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Up to 5 service connection affected (number of hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Up to 20 service connection affected (number of hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Feeder pipe larger than 800mm (number of hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
What is the average minimum water flow in your municipality?	2 bar	2 bar	2 bar	2 bar	2 bar	2 bar	2 bar
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No	No	No	No	No	No	No
How long does it take to replace faulty water meters? (days)	20 days	20 days	20 days	20 days	20 days	20 days	20 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No	No	No	No	No	No	No
Electricity Service							
What is your electricity availability percentage on average per month?	100	100	100	100	100	100	100
Do your municipality have a ripple control in place that is operational? (Yes/No)	No	No	No	No	No	No	No
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A	N/A	N/A	N/A	N/A	N/A	N/A
What is the frequency of meters being read? (per month, per year)	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	3 months	3 months	3 months	3 months	3 months	3 months	3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	6 months	6 months	6 months	6 months	6 months	6 months	6 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Are accounts normally calculated on actual readings? (Yes/no)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No	No	No	No	No	No	No
How long does it take to replace faulty meters? (days)	20 days	20 days	20 days	20 days	20 days	20 days	20 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Bad	Bad	Bad	Bad	Bad	Bad	Bad
How soon does the municipality provide a quotation to a customer upon a written request? (days)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	7 days	7 days	7 days	7 days	7 days	7 days	7 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	7 days	7 days	7 days	7 days	7 days	7 days	7 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	7 days	7 days	7 days	7 days	7 days	7 days	7 days

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Sewerage Service							
Are your purification system effective enough to put water back in to the system after purification?	Yes into river only	Yes into river only	Yes into river only	Yes into river only	Yes into river only	Yes into river only	Yes into river only
To what extend do you subsidize your indigent consumers?	Full monthly charge	Full monthly charge	Full monthly charge	Full monthly charge	Full monthly charge	Full monthly charge	Full monthly charge
How long does it take to restore sewerage breakages on average							
Severe overflow? (hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Sewer blocked pipes: Large pipes? (Hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Sewer blocked pipes: Small pipes? (Hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Spillage clean-up? (hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Replacement of manhole covers? (Hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Road Infrastructure Services							
Time taken to repair a single pothole on a major road? (Hours)	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours	24 hours
Time taken to repair a single pothole on a minor road? (Hours)	5 days	5 days	5 days	5 days	5 days	5 days	5 days
Time taken to repair a road following an open trench service crossing? (Hours)	14 days	14 days	14 days	14 days	14 days	14 days	14 days
Time taken to repair walkways? (Hours)	14 days	14 days	14 days	14 days	14 days	14 days	14 days
Property valuations							
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	3 months	3 months	3 months	3 months	3 months	3 months	3 months
Do you have any special rating properties? (Yes/No)	No	No	No	No	No	No	No
Financial Management							
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease	Decrease
Are the financial statement outsources? (Yes/No)	No	No	No	No	No	No	No
Are there Council adopted business processes structuring the flow and managemet of documentation feeding to Trial Balance?	No	No	No	No	No	No	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 days	30 days	30 days	30 days	30 days	30 days	30 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes, but for one year only.	Yes, but for one year only.	Yes, but for one year only.	Yes, but for one year only.	Yes, but for one year only.	Yes, but for one year only.	Yes, but for one year only.
Administration							
Reaction time on enquiries and requests?	2 days maximum	2 days maximum	2 days maximum	2 days maximum	2 days maximum	2 days maximum	2 days maximum
Time to respond to a verbal customer enquiry or request? (working days)	2 days maximum	2 days maximum	2 days maximum	2 days maximum	2 days maximum	2 days maximum	2 days maximum
Time to respond to a written customer enquiry or request? (working days)	3 days	3 days	3 days	3 days	3 days	3 days	3 days
Time to resolve a customer enquiry or request? (working days)	2 days	2 days	2 days	2 days	2 days	2 days	2 days
What percentage of calls are not answered? (5%,10% or more)	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
How long does it take to respond to voice mails? (hours)	Immediately	Immediately	Immediately	Immediately	Immediately	Immediately	Immediately
Does the municipality have control over locked enquiries? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days	7 Days
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	When required	When required	When required	When required	When required	When required	When required

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Community safety and licensing services							
How long does it take to register a vehicle? (minutes)	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes
How long does it take to renew a vehicle license? (minutes)	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes	Transaction 15 minutes
How long does it take to de-register a vehicle? (minutes)	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes	Transaction 3 minutes
How long does it take to renew a drivers license? (minutes)	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes	Transaction 20 minutes
What is the average reaction time of the fire service to an incident? (minutes)	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes	10 - 30 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health	Department of Health
Economic development							
How many economic development projects does the municipality drive?	36	36	36	36	36	36	36
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	4	4	4	4	4	4	4
What percentage of the projects have created sustainable job security?	0	0	0	0	0	0	0
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Other Service delivery and communication							
Is a information package handed to the new customer? (Yes/No)	N/A	N/A	Yes	N/A	N/A	N/A	N/A
Does the municipality have training or information sessions to inform the community? (Yes/No)	IDP & Budget meetings	IDP & Budget meetings	IDP & Budget meetings	IDP & Budget meetings	IDP & Budget meetings	IDP & Budget meetings	IDP & Budget meetings
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes